Virginia Information Technologies Agency

expect the best

Customer Care Center (VCCC)

VCCC Services
HANDBOOK

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VITA Customer Care Center Services

The VITA Customer Care Center (VCCC) is a full service Help Desk created to provide a central point of contact for help desk incidents, requests for information and for telecommunications new service. The VCCC currently accepts requests via a toll free number (1-866-637-8482) or via e-mail at vccc@vita.virginia.gov.

The VITA Customer Care Center delivers courteous, professional and timely responses and resolutions to our customers requests for new telecommunications service, help desk related incidents, or requests for information. Every customer call is logged, prioritized, and either resolved on the initial call or dispatched to the appropriate technical resource for resolution. Ticket status is monitored throughout its life and the customer is periodically provided verbal or written status updates. The VCCC will not close a ticket until the customer confirms that the request has been satisfactorily resolved unless attempts to confirm have been unsuccessful for 24 hours after first notification.

Hours of Operation

> **Help Desk:** 24 hours a day, 7 days a week, including state holidays.

> **Telecommunications New Service Desk:** 8:00 a.m. to 5:00 p.m., Monday through Friday excluding state holidays.

Customers may call the VCCC to report service problems/help desk incidents or to make information requests on a 24 x 7 x 365 basis. Customer requests for telecommunications new services will be processed during VITA's normal business hours, 8 a.m. to 5 p.m., Monday through Friday, excluding state holidays.

Contact Information

> **VCCC Website:** http://www.vita.virginia.gov/vccc/
> **Toll Free Number:** **1-866-637-8482**
> **Email:** vccc@vita.virginia.gov

How to Use the VCCC

The primary goal of the VCCC is to provide consistent, best-in-class support, by managing and resolving problems efficiently; communicating effectively; and exceeding customer expectations. VCCC Help Desk services are designed to streamline the incident management and telecommunications new service order process and so we request that our customers call the VCCC directly to report **all** issues related to incident reporting (typical help desk questions), requests for information or new telecommunications service

When a call to the VCCC is placed, a VCCC professional will ask for your customer name and ID number along with a description of your problem. The VCCC professional will log your call and attempt to resolve the issue or satisfy the request. If the issue/request cannot be resolved on the initial call, the professional will assign you a ticket number and route your request to the appropriate technical service group. Whether you contact the VCCC via email, voice mail, or the Internet to submit a request, the VCCC professional will review your request, establish a priority level, and respond to you by email or phone.

Each customer call is important to the VCCC. From answering the phone to entering information, to tracking the progress to closure, the VCCC professional is responsible for ensuring that all issues associated with a ticket are resolved and that the customer is fully satisfied with the resolution. This means that this professional will monitor the process from start to finish, even if the call is escalated to another resource. This VCCC professional will act as the customers advocate throughout the life of the ticket.

Who Can Use the VCCC

Any FTE, P14, or contractor employed by an agency that has signed an agreement with VITA for VCCC Services is eligible to call. Your Agency Information Technology Resource (AITR) can verify your eligibility.

There are two special restrictions that may apply:

- In cases where the caller requests a service that requires identity verification, then the VCCC will ask for personal identifiers. If authentication fails, the request may be denied.

- If the agency has not expressly granted authority to an individual attempting to place an order for a new service, the service request may be denied until proper authorization can be confirmed.

Types of Customer Requests Handled By VCCC

The customer can contact the VCCC for prompt response to virtually any type of request. Customer requests typically fall into one of three categories:

- **Service Requests**
  Requests for new telecommunications service

- **Information Requests**
  Requests for information or response to general inquiry

- **Service Problem Resolution**
  Help Desk Assistance for Incident Reporting

Responsibilities of Customer

When contacting the VCCC , the customer will provide his/her name, last four digits of his social security number, contact phone number(s), request description, and participate in assignment of a priority level.

In addition, agencies who make requests for new service

- Shall assign a Customer primary point of contact (Customer-POC) who will be responsible for:
  a. Submitting requests for telecommunications new service, installation, modification, and/or removal of major systems hardware and software. Such requests will be issued in writing, by e-mail, or via the Help Desk by the Customer-POC to the VITA-POC.
  b. Designating alternate points of contact to serve in the absence or in place of the primary Customer-POC.
  c. Receiving notifications from VITA of unscheduled system outages and operational problems.
  d. Serving as the central POC for user problem calls, applications development and performance issues.

e. Notifying the Customer user community of scheduled and unscheduled outages and operational problems.

- Shall follow the underlying process to make a telecommunications Service Request (TSR)
    a. Submit a TSR by fax to 804-371-6343 *or*
    b. Submit the TSR online at
  http://165.176,249.155/misforms/forms/TSRv2.cfm

Benefits of the VCCC Customer Support Services

Cost and Time Savings
VITA uses best-practices aligned with the Information Technology Infrastructure Library (ITIL). The ITIL-based VITA service delivery processes will reduce the frequency, duration and severity of service problems and will minimize the time and effort required of customers to make requests, report service problems, determine status of outstanding requests/incidents, and receive satisfactory response to requests for new telecommunications service or reported incidents.

Improved Customer Service
The customer contact management system will support effective communications between the VCCC and the customer from receipt of request to closure, ensuring that vital information is distributed to the appropriate contact person in a timely manner. Standardized, industry best practice processes ensure consistent, high quality service.

More Efficient Operations
Real time service monitoring allows the VCCC to proactively manage the environment to avoid performance degradation or outages and to verify quality and availability of services offered by VITA. Centralization of all customer information enables VITA staff to be responsive to customer needs and to deliver services designed to meet or exceed customer expectations.

VCCC Customer Service Request Process

When a customer calls the VITA Customer Care Center, two menu choices are presented:

1. Help Desk Services or Requests for Information)
2. New Service Request for Telecommunications Services

Once a selection is made the system automatically routes your call to the VCCC professional best qualified to handle your request.

The following table describes the steps the VITA Customer Care Center professional will take to resolve an incident or respond to a customer request for information or new telecommunications service.

1. **Capture the Request:**	A VCCC professional will accept all requests by phone, e-mail, or voice mail and verify the service eligibility based on the customer's name, last four digits of the social security number and the approved software support list. If the request relates to unsupported software, the customer will be notified. Otherwise, the professional will continue with Step 2.
2. **Log Request into the Database:**	The VCCC professional will open a ticket in the call management system. Information included on the ticket will include the customer's name, agency, location, description of problem, priority of problem, and time of request.
3. **Acknowledge the Request:**	The VCCC professional assigned to resolve the call will acknowledge the open ticket. The priority level will be negotiated between the VCCC and the customer reporting the incident.

4.	**Attempt to Solve the Request or place the order:**	A VCCC professional will attempt to resolve all requests and make all orders covered under the agreement while you are on the phone.
5.	**Dispatching Desktop Support Professionals**	Dispatching a Request Where appropriate and authorized, a Desktop Support Professional will be dispatched. These requests typically pertain to hardware break/fix services or special software installation and troubleshooting instances. The VCCC professional will contact the Desktop Support Professional, wait for a response from the Desktop Support Professional, and collect information on a Plan of Action (POA), Estimated Time of Arrival (ETA), and an Estimated Time of Completion (ETC). This information will be entered into the help desk software. The VCCC professional will communicate these three pieces of information to the customer. The Desktop Support Professional will arrive at customer's site to resolve the request. Another site visit may be necessary if the required hardware is not available. The VCCC will stay in contact with the customer on any additional information pertinent to the Plan of Action.
6.	**Log Resolution into the Database:**	The VCCC professional who opens an incident will log the resolution into the call management database and has the sole responsibility for closing the incident.
7.	**Incident Escalation**	The Customer Care Professional will escalate an incident when at first contact s/he : 1) Cannot resolve the incident or

	2) Cannot resolve the incident within the time frames set by the assigned severity level or 3) Cannot resolve the incident within the time frame established by this SLA. Escalation of an incident will take the path of moving the problem to the next, appropriate level of support. The ticket shall be updated with the appropriate information upon any incident escalation.
8. **Verify Customer Satisfaction**	The VCCC will follow up and verify that the customer is satisfied with the resolution as it applies to the SLA signed by the customer.
9. **Close the incident/ticket**	All tickets will be closed upon successful resolution; that is to say, resolution acceptable to the customer.
10. **Random Follow-ups:**	The VCCC will select customers at random to survey their satisfaction level.

VCCC Operating Procedures

Setting Priority Levels

Priority levels are negotiated with customer and are based on the impact and urgency of the request. The priority level and corresponding response time specifies how quickly the VCCC will respond to the customer if the request is not resolved on the first call, and how often the VCCC professional will update the customer on his/her request.

The priority times used in the VCCC software are: Low, Medium, High, and Critical.

Description of Priority Levels

CRITICAL

This is the highest priority available, and should only be assigned for calamities involving major outages, safety and security issues, et al, as described below.

Description

An incident which satisfies any of the following criteria:

- Prevents the effective use of any major service
- Seriously affects a substantial number of computer users
- Implies a serious breach of security
- Has serious implications for the reputation of State Government
- Has immediate and potentially serious Health and Safety implications
- In the opinion of the VCCC staff, is serious and requires immediate attention

Examples

- Disrupted or restricted service Commonwealth-Wide.
- Disrupted or restricted service at an entire State Agency
- Faulty equipment poses a safety risk to employees or facilities.

HIGH

This represents a serious incident as described below.

Description

- An incident which satisfies any of the following criteria:
- Prevents the effective use of any service and affects a substantial number of computer users.
- Causes inconvenience to a substantial number of computer users
- Implies a minor breach of security
- Has possible implications for the reputation of State Government
- Has very serious implications for an individual user
- Has Health and Safety implications
- In the opinion of the VCCC staff, this priority is warranted

Examples

- Substantial numbers of employees unable to receive work-related email
- Network unavailable to a small percentage of an agency's employees
- If the standing of the customer within State Government warrants special service

Medium

This represents the 'typical' problem, and should be the most frequently assigned priority

Description

An incident which satisfies any of the following criteria:

- Prevents the use of any fully supported service by an individual
- Causes inconvenience to a number of computer users in an agency or department
- Has possible implications for the reputation of State government

- An individual user who does not know how to proceed in a fully supported application
- Has minor Health and Safety implications

Examples

- monitor out
- machine won't boot
- sound card installation required to develop classroom curriculum
- software installation when software is critical to job responsibilities
- User out of file storage
- User forgotten password
- Moderate supported software problems

LOW

This represents a minor problem

Description

An incident which satisfies any of the following criteria:

- Causes inconvenience to an individual
- Any problem in a "limited support" category

Examples

- A user who is wants to format a Word document in a particular way, for purely aesthetic reasons
- Monitor is wavy intermittently
- Mouse is jumpy on the screen
- Request for improvement
- Request for information

Response Time

The response time is the period of time that it takes the VCCC to get back with the customer to provide an update on the call ticket. Response times are only implemented when the call is not resolved on the first call. Response time does not mean resolution time.

Resolution Time

The resolution time is the time it takes to solve a problem. The resolution time is different for each situation and cannot be determined until the appropriate support professional has evaluated the problem and is able to determine an approximate resolution time.

Service Level Response/Resolution Times (VCCC Help Desk and VCCC Telecommunications Service Desk)

Response/Resolution times for all priorities will be negotiated between VITA and its customers in a formal agreement.